

Person Specification: Administration Officer

Attribute	Essential	Desirable
Education and Training	<p>Educated to 4 GCSEs (A-C) or equivalent, including English and Maths, or possesses relevant vocational/professional qualification or demonstrates relevant experience</p> <p>Relevant administration, business and IT qualifications</p>	<p>A recognised qualification in local council administration.</p> <p>Introduction in Local Council Administration (ILCA) or to be prepared to obtain ILCA within 18 months</p>
Experience	<p>Experience of taking professional notes or formal minutes</p> <p>Experience of working in a busy office environment</p> <p>Ability to maintain attention to detail, good analytical skills and the ability to interpret information</p> <p>Ability to work to strict deadlines</p> <p>Ability to problem solve</p>	<p>Knowledge and experience of cemetery administration.</p> <p>Knowledge and experience of working with local government.</p>
Skills and knowledge	<p>Dynamic and adaptable approach</p> <p>Strong organisational skills</p> <p>Experience of minute taking.</p> <p>Self-motivated and drive.</p> <p>High standard of attention to detail.</p>	<p>Experience of Town Council operations</p>

	<p>Knowledge of general office practices and procedures</p> <p>Ability to create clear and impactful written material</p> <p>A 'service driven' and 'can do' attitude</p> <p>Ability to act with complete impartiality.</p>	
Strategic Thinking	<p>Ability to think, plan and work strategically and methodically</p>	
Communication	<p>Ability to communicate effectively, orally, in writing and electronically</p> <p>Ability to be articulate and sensitive in potentially controversial situations</p>	<p>Ability to present to diverse audiences</p>
Personal Qualities	<p>To maintain confidentiality</p> <p>Ability to work co-operatively and effectively as part of a team</p> <p>Ability to work under pressure</p> <p>Ability to be diplomatic and tactful</p> <p>To be approachable and to have good listening skills</p> <p>Ability to work co-operatively and effectively as part of a team</p> <p>To maintain the reputation of the Town Council</p>	

Working Collaboratively		
Technology / IT Skills	<p>Excellent understanding of IT in order to perform office functions and other requirements of the role</p> <p>Professional knowledge of Office packages including Word, Excel, Outlook, PowerPoint, SharePoint, Social Media, database and creative software packages</p> <p>Ability to use website management platforms to maintain and develop the Town Council website</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	
Other relevant factors	<p>Able to attend evening meetings and demonstrate flexibility as required.</p> <p>Ability to attend Town Council civic events and projects as required</p>	Driving licence and vehicle

